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SUPERANNUATION DATA & PAYMENT STANDARD 2012

SuperTICK user guide

Includes the operation of the bulk service channel effective 17 April 2014

UNCLASSIFIED

For further information or questions, email SuperStreamStandards@ato.gov.au

VERSION CONTROL

Version	Release date	Description of changes
1.1	02.04.2014	Addition of general content on, and instructions to use, the SuperTICK bulk service channel

ENDORSEMENT

APPROVAL	
Super Stream Data Standards & E-commerce sub-program (Super Reform Program) – ATO (National Program Manager)	Philip Hind

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PURPOSE

The purpose of this document is to supply superannuation funds (and their intermediaries) with guidance on how to use the SuperTICK service to validate member identity details.

This user guide includes the operation of the bulk service channel effective from April 2014.

Revised user guides will be released for future enhancements to the service.

BACKGROUND

REASON FOR THE INTRODUCTION OF SUPERTICK

Critical to the successful implementation of the Superannuation data and payment standard ('the standard') is the provision of services enabling superannuation funds to meet a mandated requirement to validate member details.

In accordance with legislation and supporting regulations, funds are required to use the SuperTICK service to validate initial registration information associated with first employer contributions and validate member information associated with rollover requests.

MANDATORY USE OF SUPERTICK - EFFECTIVE 1 JULY 2013

From 1 July 2013, where the fund holds the member's tax file number (TFN), the fund must validate member details prior to making a rollover to another superannuation fund.

The SuperTICK service may also be used from 1 July 2013 to validate initial registration information associated with first employer contributions.

From 1 July 2014, funds must use SuperTICK when receiving a new member registration or a first contribution in the standard (if the fund has not previously received a contribution from that employer for that member).

BENEFITS OF USING THE SUPERTICK SERVICE

The benefits to superannuation funds of using SuperTICK (both single and bulk channels) include:

- allowing funds to validate member data thereby increasing the quality of information within the superannuation system
- helping to increase the quality of member data in the superannuation process leading to a reduction in lost and unclaimed monies
- reducing the misquotation or misuse of TFNs.

SINGLE AND BULK CHANNELS

To provide flexibility in submitting validation requests, there are two channels available:

1. **Single service channel (providing an instant response)**
   [Service available from July 2013]

2. **Bulk service channel via the Business Portal Data transfer facility (most responses will be in 24 – 48 hours)**
   [Service available from 17 April 2014]

Selection of the appropriate channel depends on the number of member requests that require processing:

Channel	How request is lodged	When to use the channel	Timeframe for service response
Single	Standard business reporting (SBR)-enabled software	When an instant response is required/preferred.	95% of responses within five seconds
Bulk	Business Portal data transfer facility	100-100,000 member requests	Usually 24 – 48 hours

Note: Software developers who have certified their SuperTICK (single) service product do not need to re-certify for the bulk service channel.

FUTURE UPDATES TO SUPERTICK

From January 2015 it is proposed to make the TFN an optional data field in every message. The unique superannuation identifier (USI) will be included as a new data element where new account information is provided.

Where a TFN can be derived from the member information provided we will return the TFN to the fund where it has been previously quoted for superannuation purposes. This is a notice under s299TC of the *Superannuation Industry (Supervision) Act 199*3 (SISA 1993).

The ATO will provide further information about future enhancements to the service at a later date.

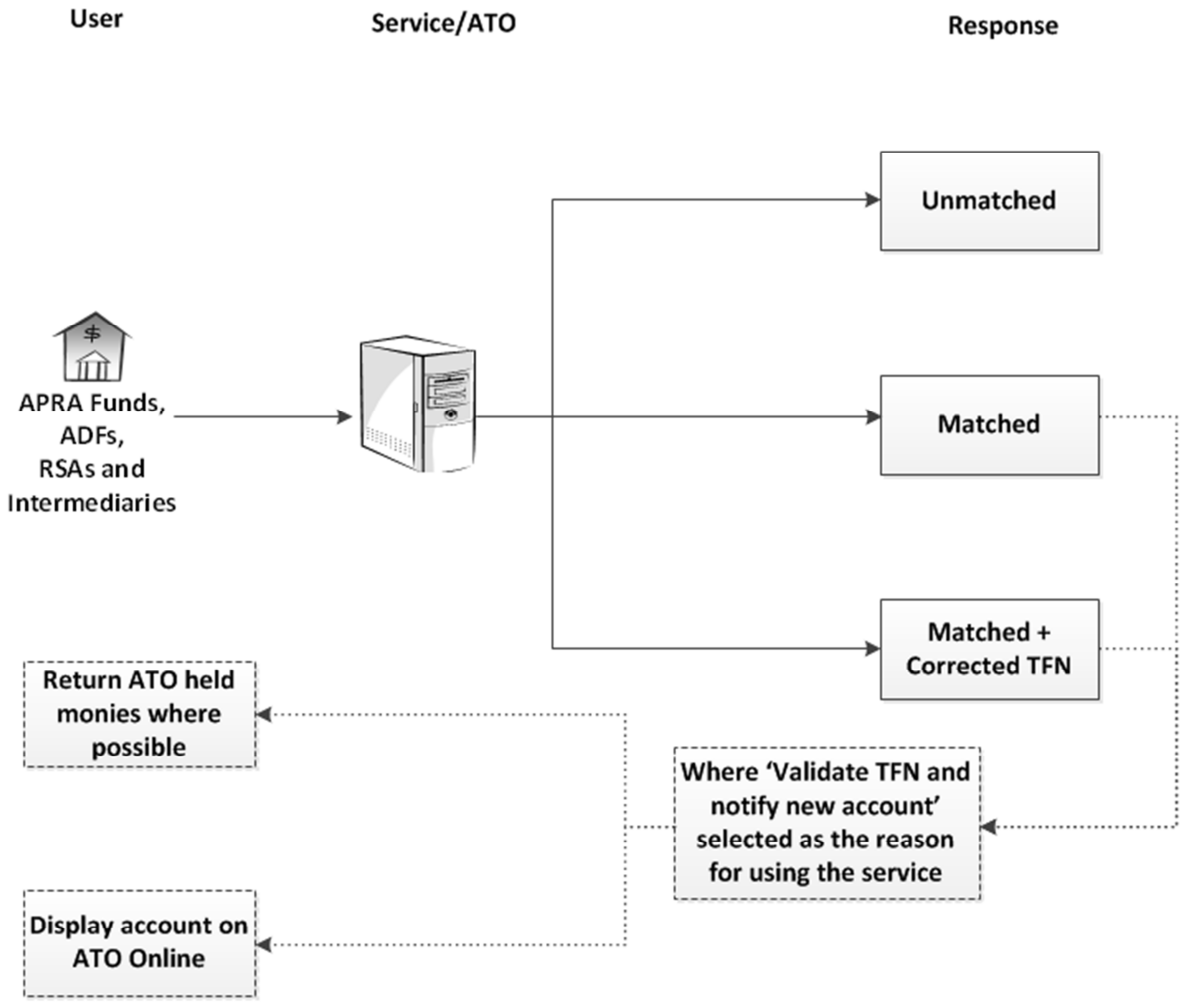
SERVICE OVERVIEW

Beginning in July 2013, the SuperTICK service has operated as a single web service for all APRA-regulated funds, approved deposit funds (ADFs) and Retirement Savings Account (RSA) providers and properly authorised intermediaries.

The bulk service channel is available from 17 April 2014.

Access to the SuperTICK service may be provided to other types of superannuation funds as determined by the Commissioner of Taxation.

Figure 3.1: Transaction flow for the SuperTICK service.


User
Service/ATO
Response
Unmatched
APRA Funds, ADFs, RSAs and Intermediaries
Matched
Matched + Corrected TFN
Return ATO held monies where possible
Where 'Validate TFN and notify new account' selected as the reason for using the service
Display account on ATO Online

Note: Appointing an intermediary to act on behalf of your fund

Entities required to use the SuperTICK service can provide authority for an intermediary to act on their behalf using the Access Manager application.

Access Manager is a stand-alone system. You need to log in to Access Manager using an Administrator AUSkey to manage access and permissions (including the authorisation of access to an intermediary).

Information about Access Manager is available at:
http://www.ato.gov.au/General/Online-services/In-detail/Online/Access-Manager/
Supporting information can also be accessed by logging in to Access Manager and viewing the Help topic.

USING SUPERTICK

Access to the SuperTICK service is provided for the following superannuation entities (who have either built or purchased SBR-certified SuperTICK enabled software):

- APRA-regulated funds
- Approved Deposit Funds
- RSA providers.

The following table shows when superannuation funds must start using the SuperTICK service:

Transaction type	**Date**
To validate member information associated with a rollover request	1 July 2013
To validate initial registration information associated with first employer contributions	1 July 2014

Where a superannuation fund receives a request to rollover funds to another fund from a member, and they hold the member's TFN, they are required to validate that information via the SuperTICK service. However, the fund does not need to re-validate if they have previously received a matched result for that member.

If an employer sends initial registration information with a first contribution to the superannuation fund in the format of the standard, the fund is required to validate the member details via the SuperTICK service within **three days** of receiving this information, unless the employer has contributed to the fund for this member previously.

Note: First contributions received prior to 1 July 2014

The mandatory requirement to validate initial registration information only applies to a first contribution made in the standard on or after 1 July 2014.

Use of SuperTICK to validate new member information is optional where the transaction is not received in the Standard.

SINGLE SERVICE CHANNEL

The SuperTICK single service channel is a web-based service accessed through software using your AUSkey. The service utilises the Standard Business Reporting (SBR) infrastructure, and you will either need to build the software or purchase software from a developer who has done this for you.

In order to use the SuperTICK single request service you must:

- be using a software package that is SuperTICK enabled
- have an AUSkey (*Administrator, Standard or Device*) that permits access to the service.

For more information about Standard Business Reporting, on how to build the software or to identify software developers, who have certified software for the SuperTICK service, visit: http://www.sbr.gov.au/software-developers

BULK SERVICE CHANNEL

The SuperTICK bulk service channel is a data transfer facility accessed through the ATO's Business Portal using your AUSkey.

In order to use the SuperTICK bulk service you must:

- be able to construct a SuperTICK file which conforms with the technical specifications
- have an AUSkey (*Administrator or Standard*) that permits access to the SuperTICK service
- have access to the Business Portal.

Each bulk file submitted for processing is validated to ensure it conforms to the mandatory data requirements.

The bulk channel utilises the ATO Business Portal data transfer facility (DTF). The fund (or another entity reporting on its behalf with the relevant business appointment – the 'Sender') first logs into the ATO Business Portal (with the relevant AUSkey).

The file is then uploaded using the DTF.

The majority of responses for bulk transactions will be supplied within 24 to 48 hours. However, response times will vary depending on the size of the file and the current processing load.

For Information about the ATO Business portal Data transfer facility, please see: http://www.ato.gov.au/General/Gen/Data-transfer-facility/

Note: Senders using the bulk channel may only submit transactions for one fund per file

A sender submitting SuperTICK transactions through the Business Portal DTF (bulk service channel) may only include SuperTICK requests for one fund per file.

INFORMATION REQUIREMENTS TO USE THE SERVICE

Note: Minimum message requirements

The minimum message requirements for trustees are detailed in Section 299TD of the *Superannuation Industry (Supervision) Act 1993* (SISA 1993).

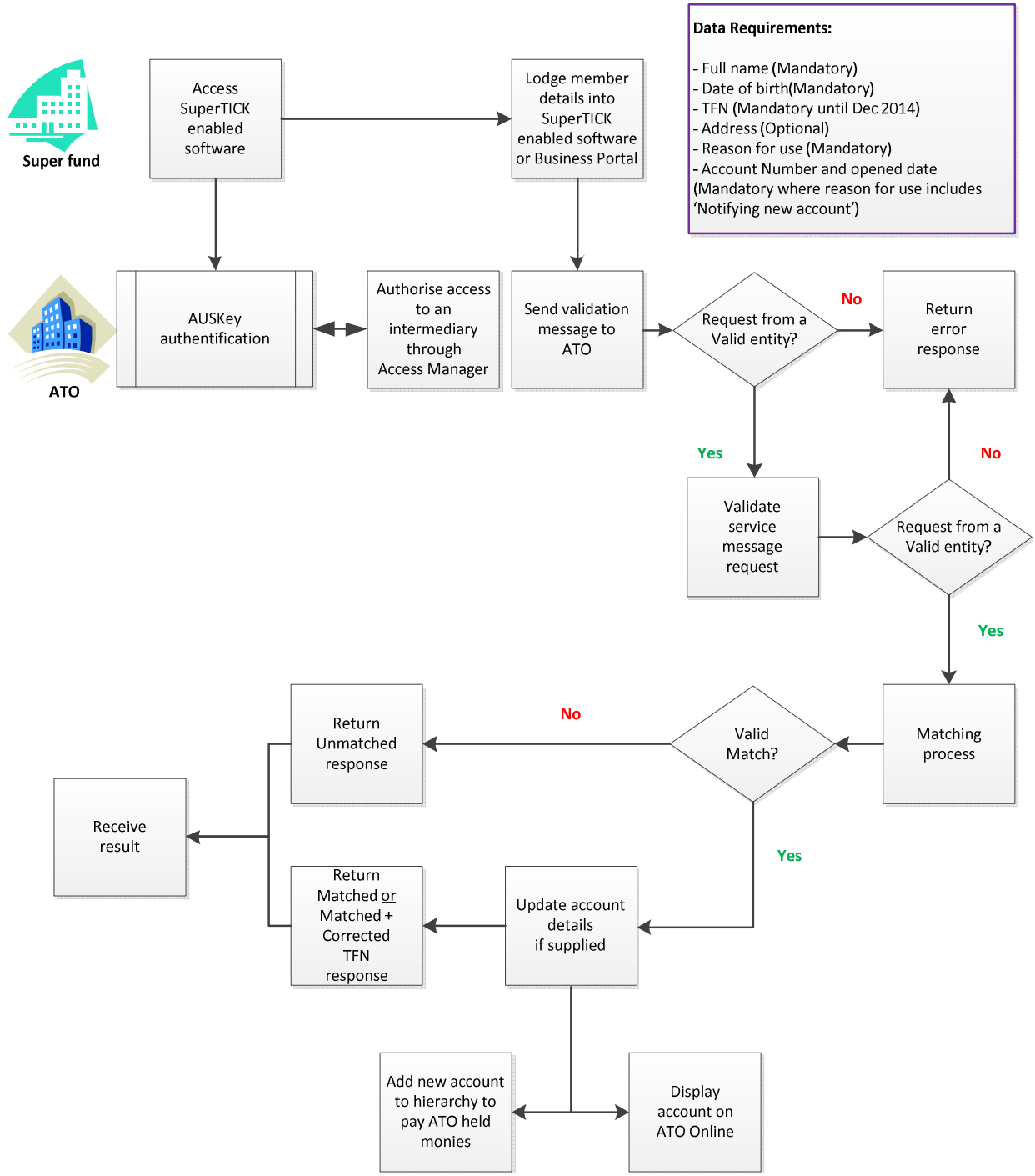
Subsection 299TD(1) of SISA 1993 states:

> The Commissioner of Taxation (the ***Commissioner***) may give the trustee of an eligible superannuation entity or a regulated exempt public sector superannuation scheme a notice under subsection (2) if:
>
> (a) the trustee gives the Commissioner information that the trustee believes to be
>
> (i) the full name, tax file number and date of birth of a person; or
>
> (ii) the full name, tax file number, date of birth and address of a person

Though a message may be submitted with a reduced data set, Section 299TD of SISA 1993 requires the trustee to provide a full name, tax file number and date of birth (address remains an optional message component).

For comprehensive message requirements see Attachment A: Data specification.

The diagram below summarises the data and process requirements for the SuperTICK service (single and bulk service channels):


Super fund
Access SuperTICK enabled software
Lodge member details into SuperTICK enabled software or Business Portal
Data Requirements:
- Full name (Mandatory)
- Date of birth(Mandatory)
- TFN (Mandatory until Dec 2014)
- Address (Optional)
- Reason for use (Mandatory)
- Account Number and opened date (Mandatory where reason for use includes 'Notifying new account')
ATO
AUSKey authentification
Authorise access to an intermediary through Access Manager
Send validation message to ATO
Request from a Valid entity?
No
Return error response
Yes
No
Validate service message request
Request from a Valid entity?
Yes
Matching process
Valid Match?
No
Return Unmatched response
Receive result
Yes
Return Matched or Matched + Corrected TFN response
Update account details if supplied
Add new account to hierarchy to pay ATO held monies
Display account on ATO Online

Where mandatory member information is not provided or provided in an incorrect format, the request from the fund or sender will be rejected and an error response message returned.

Hint:

Providing a member's address and other optional information increases the likelihood of the ATO systems establishing a 'matched' (or 'matched + corrected TFN') response.

Note: Default or Invalid TFNs

In many circumstances a superannuation fund will be unaware that a member TFN may be a default or invalid TFN. There are circumstances where a fund could reasonably be expected to conclude that the TFN quoted is invalid for that member. Examples include where:

- The code is a TFN exemption code provided by the employer (such as 111 111 111 or 333 333 333)
- The ATO has notified the fund that the TFN it holds is not the member's TFN (for example a notice under section 299TB of SISA 1993 or an associated process).

Default or invalid TFNs must not be used through the service.

SERVICE RESPONSE

The SuperTICK service compares member details received in the request message from a fund against member information held in the ATO client register.

ATO data matching processes are used to determine whether the member details provided can be matched against ATO records to the appropriate level of confidence.

The SuperTICK service will provide one of three possible validation messages to the fund or sender:

- matched
- matched + corrected TFN
- unmatched

Matched

If the member details supplied are matched to an ATO client with a high level of confidence a 'matched' response will be returned through the system. A 'Matched' response confirms the TFN data held by the fund is correct.

There is no need to update your records.

Matched + corrected TFN

Where we match the member details to a different TFN than the one provided, the ATO will provide you with the corrected TFN.

You should update your records to delete the incorrect TFN and record the correct number.

This corrected TFN is a notice under section 299TA of the SISA 1993. Penalties may apply for continuing to use the incorrect TFN.

Unmatched

A response of 'Unmatched' means the ATO was unable to match the member details provided to ATO records with an appropriate level of confidence.

The ATO may have been unable to match the member details for the following reasons:

- your member has provided you with incorrect details
- the records held by the ATO are incorrect
- the tax file number has a protected, compromised or duplicate status on ATO systems
- the ATO data matching system cannot establish a single match to a high enough level of confidence.

We encourage you to check the information with the member and revalidate at the next available opportunity.

To update or confirm personal information details on ATO systems, individual taxpayers should phone 13 28 61**.** They should have a copy of a personalised Tax Office document (such as a personal income tax assessment from the last three years) for identity purposes.

Further information on updating details for individuals is available from the ATO's web site at: http://www.ato.gov.au/Individuals/Tax-file-number/Changing-your-details-and-nominating-a-representative/

NOTE: Unmatched response

An unmatched response is not a notice under section 299TB of the SISA 1993

Further information provided as part of the bulk service response file

One or two response files will be created for each SuperTICK request file processed by the bulk service.

The first response file (Validation report) will contain the results of the validation rules for each of the SuperTICK request documents in the request file, either:

- CMN.ATO.GEN.OK, or
- error and/or warning messages from authentication, XBRL validation or business validation rules applied to the SuperTICK request business document.

The Validation report response file will be available within minutes or hours of the request file being uploaded (depending on file size, quality of data and processing loads).

If any SuperTICK requests are passed to the ATO matching system, a second response file containing the processing results (The Processing Results bulk response file) will be created.

The Processing results bulk response file contains the results of the identity matching process and provides error or warning messages for requests that failed validation (unchanged from the Validation report).

The timeframe for the service response also differs according to file size, data quality and processing loads. Most responses will be within 24 – 48 hours.

The AUSkey holder that uploaded the bulk request message file may elect to receive an email notifying them when each response file is available to be downloaded.

HOW TO MANAGE RESPONSES

VALIDATING MEMBER INFORMATION ASSOCIATED WITH A ROLLOVER REQUEST

Where you use the SuperTICK service to validate member details received in a request for a rollover to another APRA fund, the Superannuation Industry Supervision regulations require you to treat the responses as follows:

Matched	Proceed with rollover
Matched + corrected TFN	Update member details with TFN and proceed with rollover
Unmatched	Trustee may request further information as specified in the regulations to support rollover request

VALIDATING INITIAL REGISTRATION INFORMATION ASSOCIATED WITH FIRST EMPLOYER CONTRIBUTION

Where the SuperTICK service provides an unmatched response and you are validating member registration details associated with a first employer contribution, the Superannuation Industry Supervision regulations require you to contact the employer within five business days to confirm the member's details.

Where a fund receives a corrected TFN, privacy regulations do not permit the number to be provided by the fund to an employer.

SERVICE TERMS AND CONDITIONS

Your access to the service is governed by the terms and conditions. Use of the service signifies acceptance of the terms and conditions.

The terms and conditions form part of the legal framework of appropriate use and compliance action may be taken where breaches are detected. Controls are in place to identify suspected fraud and address unauthorised use or access.

The current terms and conditions for use of the SuperTICK service are available at http://www.ato.gov.au/Super/SuperStream/In-detail/Validation-services/SuperTICK/SuperTICK-terms-and-conditions/

When you use your AUSkey you do so in accordance with the AUSkey terms and conditions which are available on the ABR web site at:
http://help.abr.gov.au/BC/Index/AUSkey/Terms_and_conditions/

ATTACHMENT A: DATA SPECIFICATION

Note: Minimum message requirements

Following are the data requirements for trustees sending a message to the SuperTICK service.

Though a message may be submitted with a reduced data set, Section 299TD of SISA 1993 requires the trustee to provide a full name, tax file number and data of birth.

Intermediary Details

Data element	**1. Intermediary details [Mandatory data element]**
SuperTICK description	Australian Business Number (ABN) of the entity
SuperTICK format	Numeric, 11 digits
Business context	The ABN of the sender of the request

Reporting Party Details

Data element	**1. Reporting party details [Mandatory]**
SuperTICK description	ABN of the entity
SuperTICK format	Numeric, 11 digits
Business context	The ABN of the superannuation fund, Retirement Savings Account or Approved Deposit Fund requesting validation. **Note: the intermediary and reporting party may refer to the same entity**

Superannuation Fund Member Details

Data element	**1. Validate TFN Request Reason Code [Mandatory]**
SuperTICK description	To identify if service is being used to Validate a TFN only or Validate a TFN and notify of new member account
SuperTICK format	Set values: Validate TFN only / Validate TFN and notify new member account
Business context	Nil
Data element	**2.Tax File Number (TFN) identifier [Mandatory until December 2014]**
SuperTICK description	TFN of the superannuation fund member
SuperTICK format	Numeric, nine (9) digits
Business context	TFN of the superannuation fund member
Data element	**3. Birth Day of Month [Optional]**
SuperTICK description	Day of month of member's birth
SuperTICK format	Date format dd
Business context	The day of the month of the fund member’s birth.
Data element	**4. Birth Month [Optional]**
SuperTICK description	Month of member's birth
SuperTICK format	Date format mm
Business context	The month of birth of the fund member.
Data element	**5. Birth Year [Mandatory]**
SuperTICK description	Year of member's birth
SuperTICK format	Date format yyyy
Business context	The year of birth of the fund member.
Data element	**6. Family name [Mandatory]**
SuperTICK description	Family Name of the member
SuperTICK format	Alphanumeric

Business context	The Family Name of the fund member.
Data element	**7. Given Name [Optional]**
SuperTICK description	Given Name of the member
SuperTICK format	Alphanumeric
Business context	The Given Name of the fund member.
Data element	**8. Other Given Name [Optional]**
SuperTICK description	Other Give Name of the member
SuperTICK format	Alphanumeric
Business context	The Other Given Name of the fund member.
Data element	**9. Address Details - Line 1 [Optional]**
SuperTICK description	Line 1 of the Address of the member
SuperTICK format	Alphanumeric, up to 38 characters
Business context	The address of the fund member
Data element	**10. Address Details – Line 2 [Optional]**
SuperTICK description	Line 2 of the Address of the member
SuperTICK format	Alphanumeric, up to 38 characters
Business context	The address of the fund member
Data element	**11. Address Details - Locality Name [Optional]**
SuperTICK description	Locality of member
SuperTICK format	Alphanumeric
Business context	The locality of the fund member.
Data element	**12. Address Details – Postcode [Optional]**
SuperTICK description	Locality of member
SuperTICK format	Numeric, four (4) digits
Business context	The postcode of the fund member.
Data element	**13. Address Details - State or Territory Code [Optional]**
SuperTICK description	State or Territory of Member
SuperTICK format	Set Values: ACT / NSW / NT / QLD / SA / TAS / VIC / WA
Business context	The State or Territory of the fund member
Data element	**14. Address Details – Country Code [Optional]**
SuperTICK description	Country of Member
SuperTICK format	Alphanumeric: Country of Member
Business context	The Country of the fund member

New Member Account Details (Required when 'Validate TFN and notify new account' selected as reason for using service (Superannuation Fund Member Details Data Element 1)

Data element	**15. Superannuation Member Account Identifier**
SuperTICK description	Fund account number
SuperTICK format	Alphanumeric: Member account identifier
Business context	Superannuation fund account number for fund member
Data element	**1. Account Open Date**
SuperTICK description	Date account was opened
SuperTICK format	Date format dd/mm/yyyy
Business context	Date the member's account was opened. **Note: Must be the date of the message or earlier**

Hint: Address and other optional information

Providing your member's address and other optional information increases the likelihood of our systems establishing a 'Matched' response.

If you choose to provide an address, the 'Country Code' field is optional. All other fields are mandatory.

ATTACHMENT B: LINKS TO FURTHER INFORMATION

The SuperTICK service page on the SBR website (including message implementation guide):
http://www.sbr.gov.au/software-developers/developer-tools/ato/ato-superannuation-data-and-payment-standards/stic

Information about data standards is available from the ATO website:
http://www.ato.gov.au/Super/SuperStream/

Frequently asked questions about Super Reform for APRA-regulated funds (including):
http://www.ato.gov.au/Super/SuperStream/In-detail/What-you-need-to-know/FAQs/Frequently-asked-questions---SuperStream-data-and-payment-standard/

Key dates for the SuperStream standard:
http://www.ato.gov.au/Super/SuperStream/In-detail/What-you-need-to-know/Overview/Key-dates-for-new-data-standards/

Notification of SuperTICK outages is available through the data standards release notes page:
http://www.ato.gov.au/Super/SuperStream/In-detail/Validation-services/SuperTICK/SuperTICK-release-notes/

Frequently asked questions about the AUSkey security credential:
http://help.abr.gov.au/BC/Index/ABR_(Australian_business_register)/About_AUSkey/

Frequently asked questions regarding Standard Business Reporting:
http://www.sbr.gov.au/__data/assets/pdf_file/0019/37234/20100930-ato-general-faq-v2.pdf

Further information about Access Manager:
http://www.ato.gov.au/General/Online-services/In-detail/Online/Access-Manager/

The benefits to developers of using SBR-enabled software:
www.sbr.gov.au/software-developers/benefits-to-developers

Full list of SBR-enabled reports:
http://www.sbr.gov.au/about-sbr/what-is-sbr/sbr-enabled-reports

ATTACHMENT C: TEST ENVIRONMENT

Business-to-government transactions are conducted using the existing Standard Business Reporting (SBR) infrastructure. SBR is a multi-government agency initiative providing a single method of communication for financial transactions and obligations.

The SuperTICK form can be developed and tested in the SBR test environment prior to the product release. For a comprehensive description of the interaction between SBR and the government's Stronger Super reforms visit: www.sbr.gov.au/software-developers

Once registered with SBR you will be given access to:

- a software developer kit
- a test environment
- test AUSkey credentials
- if you wish, forms for other obligations such as the ATO's 'Business Activity Statement'.

You will have all the tools to develop these additional forms – either in-house or as a commercial product. SBR can also supply you with a specific sub-licence for a XBRL processor to further facilitate development.

For details of further benefits:
www.sbr.gov.au/software-developers/benefits-to-developers

For a full list of SBR-enabled reports:
http://www.sbr.gov.au/about-sbr/what-is-sbr/sbr-enabled-reports

Please note: A separate test environment is not available for the bulk service.

ATTACHMENT D: GLOSSARY

Term	Definition
AUSkey	AUSkey is an authentication solution for business-to-Government online services
Intermediary	An organisation appointed by a superannuation fund authorised to act on the fund's behalf. This may include, but is not limited to, administrators and clearing houses.
Matched	A match has been found for the TFN supplied. Also known as a 'Valid' response.
Member	A member of a super fund, the depositor of an approved deposit fund, the holder of an RSA or a member of a SMSF.
Super fund	Includes an APRA-regulated superannuation fund, approved deposit fund and an RSA provider.
SuperStream Data Standards	**SuperStream Data Standards** The new data standards are part of the Government's Super Reform package. They will provide a consistent, reliable electronic method of transacting linked data and payments for superannuation. The goal is to improve the efficiency of the superannuation system, to improve the timeliness of processing of rollovers and contributions, and reduce the number of lost accounts and unclaimed monies. The standard is a set of minimum conditions for data and payment transmission including a minimum set of prescribed data. Broadly, the standard has five aspects: 1. A standard set of business terms and definitions (the 'definitional taxonomy') 2. A standard set of data message formats (the 'reporting taxonomy' set out in relevant message guides) 3. A messaging services standard which sets out requirements for message packaging, transport, security and receipting of messages 4. A standard format for electronic payments 5. Enabling services (also referred to as 'validation services')
Unmatched	A match has not been found for the TFN supplied. Also known as a 'Not Valid' response.

ATTACHMENT E: SECURITY GUIDELINES

The SuperTICK service (the Service) is a secure service protected by AUSkey which is an online security credential.

We recommend you review this information regularly. We will update it as we become aware of issues and relevant information, which will help you maintain the highest levels of security.

SECURITY CREDENTIALS

A security credential is an electronic file and/or software used for identification purposes when transacting over the internet.

A security credential is used to establish a secure environment for online transactions. This provides you with assurance that your online transactions with us are safe by letting us know we are interacting with the right person for each transaction.

Modern security credentials make fraud very difficult. For someone to gain access to our online services as you, they would have to be using a computer on which the credential is installed and they would have to know your password.

Every person associated with your superannuation entity who wants to deal with us online on behalf of your Australian Business Number (ABN) will need their own security credential.

LOOKING AFTER YOUR SECURITY CREDENTIAL

The security of the information you want to guard through the use of a credential is only as good as the care you take to keep this credential protected.

Never disclose your password to anyone including our staff or the provider of your credential.

When deciding on a password, make sure that it is sufficiently complex. Your password must:

- be at least 8 characters long
- contain numeric as well as alphabetic characters
- have a mix of upper and lower case alphabetic characters
- have at least one special character (for example, !,@,# , etc.).

SECURITY CREDENTIAL EXPIRY

AUSkey holders

As long as you use your AUSkey at least once each year, it will not expire. If your certificate does expire you will need to register for a new one.

Your role in securing your information

Technology and computers cannot safeguard information automatically. You need to protect your own and your members' information related to using this service.

We strongly recommend that you:

- never disclose your AUSkey password to anyone, including us or the credential's issuer
- do not download your credential to general use computers. Access the portal only from computers to which you have exclusive use, or that you share under one of the following conditions:
  - the computer is configured for multiple users
  - each person has a unique account
  - other users are individuals you can trust
- keep your computer software up-to-date, especially with security upgrades and patches - these are usually available from the licenser of the software
- ensure that your anti-virus software is current and running on your computer at all times - scan new programs/files for viruses before opening, running, installing or using them
- ensure that you have anti-intrusion software (commonly referred to as a 'firewall') to provide added security around your information and protection from misuse of your identify
- avoid opening, running, installing or using programs/files you have obtained from a person or organisation unless you are positive that you can trust them, and
- conduct secure disposal practices such as cleansing of the hard disk on disposal of your computer.

What to do if someone obtains your password or your computer is stolen

This situation should be treated with the same degree of urgency that you would give to the loss of a credit card.

If you still have access to your AUSkey, you should log in to www.abr.gov.au/auskey and cancel your credential. You will then need to register for a new AUSkey.

If you no longer have access to your AUSkey:

- any administrator AUSkey holder within your business can cancel your AUSkey online at www.abr.gov.au/auskey

If you are an Administrator AUSkey holder, and there are no other Administrator AUSkey holders within your business, phone '1300 AUSkey' (1300 287 539) to have your certificate cancelled. You will need to satisfy identity checks before we will cancel your AUSkey on your behalf.